



CIVILIAN PERSONNEL FACT SHEET

Benefits and Entitlements Service Team (BEST)

[How to Access
BEST by Phone
or PC](#)

[About
BEST/EBIS](#)

[FAQs on EBIS
Systems Security](#)

[How to Change
your PIN-
number](#)

The BEST system can assist you in obtaining up-to-date information using state-of-the-art technology in the following program areas:

- ***Thrift Savings Plan (TSP)***
- ***Federal Employees' Health Benefits (FEHB)***
- ***Federal Employees' Group Life Insurance (FGLI)***

You will be able to find out about your basic employee benefits and keep up –to-date on legislative issues simply by using a touch-tone phone to contact BEST. Access to the system requires you to enter your SSAN followed by a Personal Identification Number (PIN). Initially, your PIN will be your date of birth (MMYY). For security purposes, once you access the system, we recommend you immediately change your PIN to any number you choose.

The BEST system was developed for you. They are committed to retaining the BEST customer service possible, and in addition, empowering you to have more control of your benefits and entitlements.

HOW THE SYSTEM WORKS FOR HEALTH BENEFITS, LIFE INSURANCE, AND THRIFT SAVINGS PLAN SERVICES

You will:

- ***Call the toll free number, and access your records using your SSAN and PIN. Overseas employees can call a toll-free, in-country access number to reach the 1-800-997-2378 number.***
- ***Select the appropriate prompt for desired information***
- ***Obtain general benefits information or information personal to you***

435 MSS/DPCE
Unit 3220 Box 365
APO AE09094
Ramstein AB Germany

Web Page Address:: <http://www.ramstein.af.mil/435mss/cpo/index.html>

Building 2120
Phone: 480-2196
Fax: 480-7054

- *Speak with a benefits counselor, if additional information is required*
- *Conduct benefits and entitlements changes (if eligible) and your personnel action will process overnight*
- *Verify your personnel action on your Leave and Earnings Statement*

Your civilian personnel office cannot assist you, you must contact BEST.

HOW THE SYSTEM WORKS FOR RETIREMENT PLANNING SERVICES

You will:

- *call the toll free number and access your records using your SSAN and PIN*
- *Select the prompt for on-line estimates*
- *Receive immediate estimates*
- *Contact your local retirement counselor for further retirement information*

THE BENEFITS AND ENTITLEMENTS SERVICE TEAM IS GOOD FOR YOU!!

The goal is to provide you with quality and timely customer service. The Air Force Personnel Center Benefits and Entitlements Service Team (BEST) will provide the operational support services you need. Yesterday's manual benefits and entitlements processing has been replaced with Call Center technology. This technology provides for your personal involvement by allowing access to your records and the ability to conduct transactions via electronic means. The system was designed for you.

You are able to access the automated system 22 hours a day, 7 days a week via touch-tone telephone. (The system is down from 11:00 pm – 1:00 am CST each night for systems backup.) Benefits counselors are available Monday-Friday, 7:00 AM – 5:00 PM (CST).

Why is it a good thing for you?

- *Easier access and more convenient*
- *Direct and immediate access to current and complete information*
- *Automated system ensures benefits and entitlements accuracy is increased*
- *You are more in control of your benefits and entitlements*

HQ AFPC/DPCMB

550 C Street West, Suite 57

Randolph AFB TX 78150-4759

TOLL FREE NUMBER: 1-800-997-BEST (2378)

TDD NUMBER: 1-800-382-0893

<http://www.afpc.randolph.af.mil/palacecompass/BEST/menu.htm>

Overseas employees can email a counselor at best@randolph.af.mil